

## **Customer Service – Client Access**

Issue #1: Define customer service in Child Support.

Step #1: Define our customer (.25 hr)

Step #2: Define different needs of customer groups (2.5 hr)

Step #3: Define Access/Outreach (2.5 hr)

- a. Components of service
- b. Levels of service

Issue #2: Define how to deliver quality customer service in terms of an ideal customer service model.

Step #1: Develop matrix identifying access methods/measurements (6.25 hr)

- a. Survey existing methods
- b. Look at our ideal
- c. Best practices search
- d. Visualize big-dream solution

Step #2: Develop priorities with respect to different customers (3.75 hr)

Step #3: Develop recommendations for the ideal model (5 hr)

This agenda is intended to progress as linear as possible. Some steps may be split between days while data gathering is under way. For the extra quarter hour, we'll just talk faster for a while.